Being able to view critical information on an organization on a ticket Collecting Feedback

- Thomas Dakan
- **Forum name:** #Feature Request

It would be helpful to have some sort of interface for displaying critical information about a particular organization or user when interacting with their tickets or records. Possibly just when opening one of their tickets.

Sometimes there is information that a tech really needs to see before contacting someone and they may not always remember to check out the organization notes beforehand.

It would also be nice if it there was a way to set the hot note to expire after some period of time so that if you know it's only going to be relevant for a few months you don't have to go back and clean up it manually a year later.

Comment (1)

Douglas Martin

6 years ago

This is really needed for me as the main support person for our company. We have several clients that have critical information that our support people need to be made aware of when we are working on a support ticket with them.